



BSB40207 CERTIFICATE IV IN BUSINESS

This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

ENTRY REQUIREMENTS

There are no pre-requisites for this qualification.
 Preferred pathways into this qualification include:

- BSB30107 Certificate III in Business or other relevant qualification/s

Or

- With vocational experience assisting in a range of environments providing administrative or operational support to individuals and/or teams but without a formal business qualification.

OCCUPATIONAL NAMES/EMPLOYMENT OPPORTUNITIES

Job roles and titles vary across different industry sectors. At the completion of this qualification, individuals will be able to manage in a wide range of organisational and industry contexts. Some job titles may include:

Accounts clerk	Legal receptionist	Clerk
E-business practitioner	Customer service advisor	Medical receptionist
Office administration assistant	Student services officer	Word processing operator

CAREER PATHWAY

A number of career pathways are available to you typically with further study, such as office/site manager, administration supervisor and assistant to CEO roles.

SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment



TARGET TRAINING

Adelaide

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COURSE OUTCOMES

Gain the skills required to:

- Read, interpret, write and present reports
- Use business technology to collect, analyse and provide information
- Make decisions to complete tasks in a time efficient manner
- Contribute to strategic direction of enterprise
- Manage time to independently complete tasks and evaluate own performance and identify areas for improvement
- Organise information relating to products and/or services into databases
- Support team members in developing skills and knowledge relating to products and services
- Plan for contingencies
- Work within own role to support team activities
- Find, analyse and interpret data which may be incomplete or have discrepancies
- Identify learning opportunities to improve work practices
- Organise resources, equipment and timelines
- Communicate with business contacts and team members to promote products and services, give and receive feedback and negotiate effectively to address conflicts
- Participate in professional networks and associations to obtain and maintain knowledge skills
- Use business technology such as internet and mobile phones to communicate with other people

COURSE STRUCTURE

To complete this qualification, the student is required to complete 10 Units. This comprises 1 core unit and 9 elective units. At least 5 elective units must be chosen from the electives listed below and the remaining 4 can be selected from another certificate IV level qualification offered by Target Training. Alternatively 1 elective unit may be chosen from either a Certificate III or diploma level qualification also offered by Target Training.

CORE UNIT

BSBOHS407A	Monitor a safe workplace
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ELECTIVE UNITS

BSBCUS401A	Coordinate implementation of customer service strategies
BSBCUS402A	Address customer needs
BSBCUS403A	Implement customer service standards
BSBFIA402A	Report on financial activity
BSBADM405B	Organise meetings
BSBADM409A	Coordinate business resources
BSBINN301A	Promote innovation in a team environment
BSBCMM401A	Make a presentation
BSBTIA401A	Design databases
BSBITS401A	Maintain business technology
BSBITU401A	Design and develop complex text documents
BSBITU402A	Design and use complex spreadsheets
BSBLED401A	Develop teams and individuals
BSBMKG413A	Promote products and services
BSBMKG414B	Undertake marketing activities
BSBPMG501A	Manage projects
BSBRKG402B	Provide information from and about records
BSBRELE401A	Establish networks
BSBRES401A	Analyse and present research information
BSBRSK401A	Identify risk and apply risk management processes
BSBSUS301A	Implement and monitor environmentally sustainable work practices
BSBWRT401A	Write complex documents



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Learning Outcomes

CORE UNIT:

BSBOHS407A

Monitor a safe workplace

1. Provide information to the workgroup about OHS policies and procedures
2. Implement and monitor participative arrangements for the management of OHS
3. Implement and monitor the organisation's procedures for providing OHS training
4. Implement and monitor procedures for identifying hazards and assessing risks
5. Implement and monitor the organisation's procedures for controlling risks
6. Implement and monitor the organisation's procedures for maintaining OHS records for the team

ELECTIVE UNITS:

BSBCUS401A

Coordinate implementation of customer service strategies

1. Advise on customer service needs
2. Support implementation of customer service strategies
3. Evaluate and report on customer service

BSBCUS402A

Address customer needs

1. Assist customer to articulate needs
2. Satisfy complex customer needs
3. Manage networks to ensure customer needs are addressed

BSBCUS403A

Implement customer service standards

1. Contribute to quality customer service standards
2. Implement customer service systems
3. Implement team customer service standards

BSBFIA402A

Report on financial activity

1. Compile financial information and data
2. Prepare statutory requirement reports
3. Provide financial business recommendations

BSBADM405A

Organise meetings

1. Make meeting arrangements
2. Prepare documentation for meetings
3. Record and produce minutes of meetings

BSBADM409A

Coordinate business resources

1. Determine resource requirements
2. Acquire and allocate resources
3. Monitor and report on resource usage

BSBINN301A Promote innovation in a team environment

1. Create opportunities to maximise innovation within the team
2. Organise and agree effective ways of working
3. Support and guide colleagues
4. Reflect on how the team is working

BSBCMM401A Make a presentation

1. Prepare a presentation
2. Deliver a presentation
3. Review the presentation

BSBMKG413A Promote products and services

1. Plan promotional activities
2. Coordinate promotional activities
3. Review and report on promotional activities

BSBRSK401A Identify risk and apply risk management processes

1. Identify risks
2. Analyse and evaluate risks
3. Treat risks
4. Monitor and review effectiveness of risk treatment/s

BSBPMG510A Manage projects

1. Define project
2. Develop project plan
3. Administer and monitor project
4. Finalise project
5. Review project

BSBREL401A Establish networks

1. Develop and maintain business networks
2. Establish and maintain business relationships
3. Promote the relationship

BSBWRT401A Write complex documents

1. Plan documents
2. Draft text
3. Prepare final text
4. Produce document

BSBITA401A Design databases

1. Design database
2. Develop database
3. Develop queries, forms and reports
4. Test and finalise database





BSBITA401A Maintain business technology

1. Maintain performance of hardware and software
2. Provide basic system administration
3. Identify future technology requirements

BSBITU401A Design and develop complex text documents

1. Prepare to produce word processed documents
2. Design complex documents
3. Add complex tables and other data
4. Produce documents

BSBITU402A Develop and use complex spreadsheets

1. Prepare to develop spreadsheet
2. Develop a linked spreadsheet solution
3. Automate and standardize spreadsheet operation
4. Use spreadsheets
5. Represent numerical data in graphic form

BSBRKG402A Provide information from and about records

1. Identify range of records required
2. Gather required records
3. Interpret and administer access rules and procedures
4. Provide the required information and/or records

BSBRES401A Analyse and present research information

1. Gather and organize information
2. Research and analyse information
3. Present information

BSBLED401A Develop teams and individuals

1. Determine development needs
2. Develop individual needs
3. Monitor and evaluate workplace learning

BSBMKG414B Undertake marketing activities

1. Plan marketing activities
2. Implement and manage marketing activities
3. Review marketing activities

BSBSUS301A Implement and monitor environmentally sustainable work practices

1. Investigate current practices in relation to resource usage
2. Set targets for improvements
3. Implement performance improvement strategies
4. Monitor performance

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